



Signposting Directory H&R WiMT



Date: October 2021

Signposting Directory

Disclaimer and recommendations: As a team and trust we cannot recommend Services but have collated this list of known services within the public domain. Families and young people may find accessing these useful.

Service and contact information included in this directory are correct at time of distributing (September 2021). Services do evolve and contact details do change so the document is meant to be used as a working progress. There may be services that you are aware of that have not yet been included in this directory, there are blank sections intended to support you to edit and add to. Please note a printed paper copy may become outdated quickly, so it is recommended to keep an electronic copy to support you to continue to review and update.

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Children and families services

NYCC Signposting directory: Children and Families

The website link is the signposting page which offers the link to a whole range of services including health, charity and local authority. This can be a good starting point when searching for appropriate services. This includes information/links to:

- Emotional and mental health support for children and young people
- Children's centres
- Community and voluntary services sector
- Compass service
- Customer services centre
- Domestic abuse services
- Early years childcare provider
- Education psychology service
- Education social welfare service (including early help)
- GPs in North Yorkshire
- Health Visitors
- Healthy Choices
- Parent partnership service
- Parenting strategy
- Police
- Schools
- School nursing
- Special educational needs and disability (SEND) services
- Teenage pregnancy and sexual health
- Youth justice service









Across
North
Yorkshire

Website:

<https://www.northyorks.gov.uk/children-and-families>



Telephone: 01609 780780






<p>Surrounding Local Authorities</p> <p>Signposting directory: Children and Families</p> <p>These website links will take you to the local authority site for information on the support available to children and families. This includes information/links to topics such as:</p> <ul style="list-style-type: none"> • Adoption and fostering • Families information service hub • Children’s social care • Child employment • Early help and prevention • Youth and family support • Children’s social work matters • Local offer: SEND 0-25 • Leaving Care 		<p>Website:</p> <p>Middlesbrough https://www.middlesbrough.gov.uk/children-families-and-safeguarding</p> <p>Stockton https://www.stockton.gov.uk/our-people/children-and-family-support/</p> <p>Redcar & Cleveland https://www.redcar-cleveland.gov.uk/resident/adult-children-health/children-services/Pages/children-services.aspx</p> <p>Darlington https://www.darlington.gov.uk/education-and-learning/</p> <p>City of York https://www.york.gov.uk/ChildrenAndFamilies</p>
<p>NYCC Early Help service</p> <p>Early help is the term used by all agencies to describe North Yorkshire’s approach to providing early support to families so that children, young people, and their families are safe, happy, and ready for school, work and life’s challenges. Early Help is the right help, at the right time, in the right place.</p>	 <p>North Yorkshire</p>	<p>Website: www.northyorks.gov.uk/early-help</p> <p>Telephone: 01609 780780</p> <p>Telephone:</p> <p>For more information on additional support, please contact your local Early Help Consultant:</p> <p>Early Help Central on 01609 534829 earlyhelpcentral@northyorks.gov.uk</p> <p>Early Help East on 01609 534852 earlyhelpeast@northyorks.gov.uk</p> <p>Early Help West on 01609 534842 earlyhelpwest@northyorks.gov.uk</p>
<p>NYCC Children and Family Hub</p> <p>Find out about the sessions, courses, activities, services and support our children and family hubs offer to families across North Yorkshire.</p> <p>Our children and family hubs are located across the county and provide services for children and young people aged 0-19 and their families.</p> <p>Some of our activities are free for you to drop in, others need to be booked in advance, and some are by invitation or referral only. Just select your area below to download the full programme with details of what's on near you.</p>	 <p>North Yorkshire</p>	<p>Website: https://www.northyorks.gov.uk/children-and-family-hubs</p> <p>This includes links to local sites including:</p> <ul style="list-style-type: none"> • Hambleton C&FHubHambleton@northyorks.gov.uk 01609532320 • Richmondshire C&FHubRichmond@northyorks.gov.uk 01609 532338


<p>NYCC Virtual School</p> <p>The virtual school oversees the educational progress and attainment of looked after children and care leavers.</p>	 <p>North Yorkshire</p>	<p>Website: https://cyps.northyorks.gov.uk/virtual-school</p> <p>Email: virtualschool@northyorks.gov.uk</p> <p>Telephone: 01609 533231</p>
<p>North Yorkshire Safeguarding Children’s Partnership (NYSCP)</p> <p>The purpose of NYSCP is to support and enable local organisations and agencies to work together to ensure all children in North Yorkshire are safe, happy, healthy and achieving. The website includes information and resources for safeguarding children. There are pages available for professionals, parents and young people.</p>	 <p>North Yorkshire</p>	<p>Website: https://www.safeguardingchildren.co.uk/</p> <p>Emails: nyscp@northyorks.gov.uk</p>
<p>No Wrong Door</p> <p>NWD is a new way of providing support to young people who are within or on the edge of the care system. It replaces traditional council-run young peoples' homes with hubs which combine residential care with fostering. The two hubs are located in Scarborough and Harrogate.</p>	 <p>North Yorkshire</p>	<p>Website: https://www.northyorks.gov.uk/no-wrong-door</p> <p>Email: nowrongdoor@northyorks.gov.uk</p> <p>Contact: James Cliffe, Group Manager, 01609 797495</p>
<p>See appendix for additional blank pages.</p>		





SEND services & support


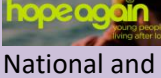
See also Financial support advice & misc. charity services section



<p>North Yorkshire SENDIASS</p> <p>A free, confidential and impartial service, provided at arm's length from the local authority. Information, advice and support relating to special educational needs and disability (SEND) provided by professionally trained Advisers Support through the statutory processes relating to Educational Needs and Education Health, and Care (EHC) needs assessment and planning Practical support to find the answers to your questions in relation to education, health and social care services.</p> <p>For Young People 16-25</p> <p>If you are a young person with SEND we can offer free, confidential and impartial advice and support.</p> <p>We offer information and advice about the law on special educational needs and disability.</p>	 <p>North Yorkshire</p>	<p>Website: http://sendiassnorthyorkshire.co.uk/local/</p> <p>Email: http://sendiassnorthyorkshire.co.uk/contact-us/</p> <p>Telephone: 01609 536923</p> <p>Web link to advice/information: http://sendiassnorthyorkshire.co.uk/resources/leaflets-and-factsheets/</p>
<p>Short breaks for disabled children and young people.</p> <p>Short breaks are available to families to provide a break from caring for a disabled child and for the child to have a break from their carers. Short breaks are matched to meet the child's needs, interests and preferences and aim to provide:</p> <ul style="list-style-type: none"> • extra social opportunities for the child; • a break for the parents and child; or • time for parents to spend with other children in the family 	 <p>North Yorkshire</p>	<p>Website https://www.northyorks.gov.uk/short-breaks-disabled-children-and-young-people</p>
<p>Parent Carer Voice (Used to be NYPACT):</p> <p>Supporting families with children and young people (0-25 years old) with SEND. Our vision is to inform, empower and represent the collective voice of families with SEND in the region. We are a community, connecting families through shared information, experiences and mutual support.</p>	 <p>North Yorkshire</p>	<p>Website: https://www.parentcarer voiceuk.org/</p> <p>Email: info@parentcarer voiceuk.org</p> <p>Telephone: 07396 641232 07511 928448</p>




<p>Carers Plus Yorkshire (formerly Carers' Resource)</p> <p>Free and confidential support for unpaid carers from the age of 8 upwards. Support services includes:</p> <ul style="list-style-type: none"> • Adult carers • Young Adult Carers • Young Carers service • Action for Inclusion • Home from hospital • My neighbourhood 	 <p>Hambleton & Richmonds hire</p>	<p>Website: www.carersplus.net Email: admin@carersplus.net Telephone: 01609 780872</p>
<p>National autistic society</p> <p>Providing support, guidance and advice, as well as campaigning for improved rights, services and opportunities to help create a society that works for autistic people.</p>	 <p>National and regional support</p>	<p>Website: https://www.autism.org.uk/ Email: nas@nas.org.uk Telephone: 0207 833 2299 Local branch: North Yorkshire Email: North.York@nas.org.uk Telephone: 07818 016431</p>
<p>Contact: for families with disabled children</p> <p>We support families, bring families together and help families take action for others:</p> <ul style="list-style-type: none"> • Information and advice • Workshops and events • Listening ear: 1-2-1 support • Parent carer participation • Training <p>We run a free helpline for parents and carers with a disabled child aged from birth to 25, living in any part of the UK. Your child does not need a diagnosis for you to call our helpline.</p>	 <p>National and regional</p>	<p>Website: https://contact.org.uk/ Telephone helpline: 0808 808 3555</p>
<p>Mencap</p> <p>Mencap is the leading voice of learning disability. Everything we do is about valuing and supporting people with a learning disability, and their families and carers.</p>	 <p>National and local support</p>	<p>Website: https://www.mencap.org.uk/ Telephone: 01723 374819</p>
<p>Guide Dogs</p> <p>We provide a range of services to support not only your child with sight loss, but the whole family. This includes equipping your child with the skills they need to live an independent and active life, to family events to connect with other families living with sight loss.</p> <p>Information and advice for children and families: Family support Technology and sensory equipment Education support</p>	 <p>National</p>	<p>Website: www.guidedogs.org.uk Email: information@guidedogs.org.uk Telephone: 0800 781 1444</p>




<p>The Daisy Chain Project ADHD - Autism - Sensory Processing A free confidential service providing support, advice, and information for neurodiverse adults, young people and their families. No matter what stage of your journey, we can offer:</p> <ul style="list-style-type: none"> • Strategies • Resources • Signposting to other services • Advice • Supportive listening 	 Stockton-on-Tees	<p>Website: https://www.daisychainproject.co.uk/</p> <p>Helpline: 0800 031 5445</p>
<p>See appendix for additional blank pages.</p>		






Bereavement and loss services		
<p>Child and Family Bereaved Services directory</p> <p>The aim of this page is to assist children, young people, parents, carers and their families in accessing bereavement information, resources and services when they are bereaved by the death of a child or a child is bereaved by the loss of somebody close in their lives. Directory includes links to:</p> <ul style="list-style-type: none"> • Regional Support Services • National Support Services • Resources to support services working with children & families • List to children’s literature to support with death and bereavement 	 <p>Regional and National services</p>	<p>Website: https://www.safeguardingchildren.co.uk/parents-carers/bereavement/</p>
<p>Samaritans</p> <p>Samaritans supports schools, college communities and other youth settings across the UK through our postvention services, lesson plans and school talks.</p> <p>Step by Step resource "Help When We Needed it Most" here, to plan and deliver an effective response to a suicide in a school.</p>	 <p>National support</p>	<p>Website: https://www.samaritans.org/how-we-can-help/schools/step-step/step-step-resources/</p>
<p>Winston’s Wish</p> <p>Childhood bereavement charity. Winston’s Wish provides emotional and practical bereavement support to children, young people and those who care for them. Our expert teams offer one off and ongoing bereavement support and we also provide online resources, specialist publications and training for professionals</p>	 <p>National</p>	<p>Website: https://www.winstonswish.org/ Email: ask@winstonswish.org Telephone: 08088 020 021</p>
<p>Child Bereavement UK</p> <p>Child Bereavement UK helps children, parents and families to rebuild their lives when a child grieves or when a child dies. We support children and young people up to the age of 25 who are facing bereavement, and anyone affected by the death of a child of any age.</p> <p>We offer free, confidential bereavement support by telephone, video or instant messenger, as well as face to face from a number of locations across the UK.</p>	 <p>National</p>	<p>Website: https://www.childbereavementuk.org/ Email: support@childbereavementuk.org Telephone: 0800 02 888 40</p>

<p>JustB</p> <p>The service offers emotional wellbeing and bereavement support to children, young people and adults across North Yorkshire, as well as supporting NHS, care sector and emergency service workers nationally through a dedicated helpline in response to the Covid-19 pandemic. They offer crisis support in schools in Harrogate, Hambleton and Richmondshire in the event of a death of a member of the school community.</p>	 <p>North Yorkshire & Local</p>	<p>Website: https://justb.org.uk/</p> <p>Email: info@justb.org.uk</p> <p>Telephone:</p> <ul style="list-style-type: none"> • NY CYP Services - 01423 856 790 • Hear to Help Line (CYP and Adults in Harrogate, Hambleton & Richmondshire) - 01423 856 799 • NHS Staff National Support Line: 0300 303 4434
<p>Cruse</p> <p>Cruse Bereavement Care is the leading national charity for bereaved people. We offer support, advice and information to children, young people and adults when someone die, and work to enhance society's care of bereaved people. Cruse offers face-to-face, group, telephone, email and website support. We have a Free phone national helpline and local services throughout England. Our services are provided by trained volunteers and are confidential and free.</p>	 <p>National and local support</p>	<p>Website: https://www.cruse.org.uk/</p> <p>Email: helpline@cruse.org.uk</p> <p>Telephone: 0808 808 1677</p> <p>Local branch: York & North Yorkshire</p> <p>Email: York@cruse.org.uk</p> <p>Telephone: 01904 481162</p>
<p>Hope Again</p> <p>The youth website of Cruse. A safe place where you can learn from other young people, how to cope with grief, and feel less alone. You will find info on our services, a listening ear from other young people and advice for any young person dealing with the loss of a loved one.</p>	 <p>National and local support</p>	<p>Website: https://www.hopeagain.org.uk/</p> <p>Email: helpline@cruse.org.uk</p> <p>Telephone: 0808 808 1677</p>
<p>See appendix for additional blank pages.</p>		




<p>YoungMinds Online information and text chat service for young people and parents in regards to mental health.</p>	 National	<p>Website: https://www.youngminds.org.uk/ YoungMinds Textline free, 24/7, text YM to 85258. Parent helpline: 0808 802 5544 Parent email service: https://www.youngminds.org.uk/parent/parents-helpline-email-service/</p>
<p>NHS North Yorkshire CCG: The Sleep Charity Sleep clinics for families of children aged 12 months and up. Delivered via telephone or online. Also suitable for children with Special educational needs and disabilities.</p>	 North Yorkshire	<p>Website: www.thesleepcharity.org.uk Telephone: 07568052300</p>





<p>Childline Childline is here to help anyone under 19 in the UK with any issue they're going through. You can talk about anything. Whether it's something big or small, our trained counsellors are here to support you. Free 24/7.</p>	 National	<p>Website: www.childline.org.uk 1-2-1 support: https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/ Telephone: 0800 1111</p>
<p>Shout Free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.</p>	 National	<p>Website: https://giveusashout.org/ Email: info@giveusashout.org Text Shout to 85258</p>
<p>Mentally Healthy Schools Mentally Healthy Schools brings together quality-assured mental health resources, information & advice for schools and further education settings in England, Northern Ireland, Scotland and Wales.</p>	 National	<p>Website: https://mentallyhealthyschools.org.uk/</p>
<p>CAMHS Specialist Mental Health Services, referrals can be through GP, School, self or parental referral or from a health professional.</p>	 Child and Adolescent Mental Health Services North Yorkshire	<p>CAMHS (SPOA) on 0300 0134778 (Monday to Friday 9am to 5pm). You can also download the referral form here. https://www.hdft.nhs.uk/services/childrens-services/specialist-childrens-services/hambleton-richmondshire/</p>
<p>CAMHS Crisis If a young person is suicidal or has self-harmed, is experiencing extreme emotional distress that won't stop, is experiencing sudden or severe anxiety which is preventing them getting on with their normal life or is in extreme emotional distress and would like to speak to someone. Or if anyone needs urgent advice about a young person's mental health.</p>	 Child and Adolescent Mental Health Services North Yorkshire	<p>Freephone All Age Crisis: 08000516171 <i>(Crisis cannot provide medication, restraint, or accommodation)</i></p>
<p>Healthy Child Team A team of specialist nurses and practitioners who work in community settings and schools to protect and promote the health of children and young people aged 5-19. The team provide universal and targeted interventions, including height and weight measurement, immunisations and emotional health and wellbeing support. The team are a first point of contact for concerns about the health and wellbeing of a young person.</p>		<p>Website: https://www.hdft.nhs.uk/services/childrens-services/growing-healthy-north-yorkshire/5-19-ny/</p>





<p>The Go To Directory, wellbeing tips and resources for young people in North Yorkshire. Information available for young people, carers and professionals.</p>	 North Yorkshire	<p>Website: https://thegoto.org.uk/</p>
<p>North Yorkshire Youth Commissioned by NYCC to provide support and advice to volunteer-led community youth clubs and projects. And to recruit and support adult volunteers befriending 14-19yr olds in North Yorkshire as part of the Buddy Network. Young people are offered buddies at the end of their involvement with a Family Outreach Worker (NYCC Prevention). NYY also provide training courses for young people and professionals, as well as activity days at Carlton Lodge.</p>	 North Yorkshire (based in Thirsk)	<p>Website: https://www.nyy.org.uk/youth/youth-at-home Tel: 01845 522 145 Email: info@nyy.org.uk</p>
<p>North Yorkshire Sport Achieve (13+): Designed to use sport and activity to inspire young people to create a brighter future for themselves by supporting the development of skills and opportunities in their local area. Outcomes - Increase resilience, perseverance, and persistence. Improve social, physical, and emotional wellbeing. Improved self-confidence and self esteem Stepping Up: (1-1 Mentoring) Early intervention and prevention project to divert children and young people who have not yet entered the criminal justice system but are beginning to show signs of risky or challenging behaviour within school, home or within their local community. Involves mentoring from an Athlete to develop key areas such as confidence, self-esteem, motivation, aspirations (all tailored and dependant on the YP). They will also explore different activities they might like to try and be signposted to local provision accordingly.</p>	 North Yorkshire	<p>Website - https://www.northyorkshiresport.co.uk/achieve Contact - Jody Ivel - Development Manager - Youth Engagement Telephone 01423637650 Email - jody@northyorkshiresport.co.uk</p>
<p>See appendix for additional blank pages.</p>		

LGBT+ services & support		
<p>Yorkshire Mesmac</p> <ul style="list-style-type: none"> Youth group online every Wed 5pm-7pm. 1:1 support for LGBT+ young people over 14 years. Face to face general support around gender, sexuality issues and risk-taking behaviours. Assemblies and classes to over 14s on LGBTQ+ issues, bullying and support. Staff can offer training on LGBT+ awareness and homo / bi / trans phobic bullying and how to tackle and prevent it in schools. 	 York & North Yorkshire	<p>Website: https://www.mesmac.co.uk/ York Email: york@mesmac.co.uk York Telephone: 01904 620400 North Yorkshire email: northyorkshire@mesmac.co.uk North Yorkshire Telephone: 01609 258745</p>
<p>Being gay is ok - UK based website</p> <p>Information and advice for gay, lesbian, bisexual and unsure under twenty-fives.</p> <p>Bgiok is about practical advice and information about homosexuality and cutting through the stereotypes and negativity around it. Bgiok aims to help young people feel better about their sexuality and about the person they are beyond that.</p>	 National	<p>Website: http://www.bgiok.org.uk/index.html</p> <p>Telephone: 01483 727667</p>
<p>York LGBT Forum</p> <p>York LGBT Forum is a charity which aims to improve LGBT rights.</p> <ul style="list-style-type: none"> Source & provide access to a multitude of LGBT related resources. Our resource bank is open and available to all. A consultation mechanism and support network to schools and other agencies to help tackle common issues. 	 York & North Yorkshire	<p>Website: https://www.yorklgbtforum.org.uk/ Schools and young people webpage: https://www.yorklgbtforum.org.uk/schools/ Email: enquiry@yorklgbtforum.org Telephone: 07731 852 533</p>
<p>Mermaids</p> <p>Mermaids supports transgender, nonbinary and gender-diverse children and young people until their 20th birthday, as well as their families and professionals involved in their care. We also currently offer web chat support to students up to the age of 25.</p>	 National	<p>Website: https://mermaidsuk.org.uk/ Email: info@mermaidsuk.org.uk Telephone: 0808 801 0400</p>
<p>LGBT Foundation</p> <p>A national charity delivering advice, support and information services to lesbian, gay, bisexual and trans (LGBT) communities.</p>	 National	<p>Website: http://www.lgbt.foundation/ Email: info@lgbt.foundation Telephone: 0345 3 30 30 30</p>
<p>See appendix for additional blank pages.</p>		





Financial support advice & misc. charity services





<p>Citizens' Advice Advice:</p> <ul style="list-style-type: none"> • Benefits • Work • Debt and money • Consumer • Family • Housing • Law and courts • Immigration • Health 	 <p>National and local support</p>	<p>Website: https://www.citizensadvice.org.uk/</p> <p>National: Online chat: https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/</p> <p>National telephone line: 0800 144 8848</p> <p>Local: Mid North Yorkshire 277 High Street - Northallerton Email receptionh@northyorkslca.org.uk Adviceline 0808 278 7900 (freephone)</p>
<p>Children's Disability Living Allowance (DLA) Disability Living Allowance (DLA) for children may help with the extra costs of looking after a child who:</p> <ul style="list-style-type: none"> • is under 16 • has difficulties walking or needs much more looking after than a child of the same age who does not have a disability <p>They will need to meet all the eligibility requirements.</p> <p>The DLA rate is between £23.70 and £152.15 a week and depends on the level of help the child needs.</p>	 <p>National</p>	<p>Website: https://www.gov.uk/disability-living-allowance-children</p> <p>Application form available from website link.</p>
<p>Family Fund Family Fund is the UK's largest charity providing grants for families raising disabled or seriously ill children and young people. Our purpose is to improve the lives of low-income families raising disabled or seriously ill children and young people.</p>	 <p>National</p>	<p>Website: https://www.familyfund.org.uk/</p> <p>Contact us: https://contact.familyfund.org.uk/ContactUs/</p> <p>Telephone: 01904 550055</p>




<p>NYCC Blue Badge / Bus pass</p> <p>You're eligible for a blue badge without further assessment if you:</p> <ul style="list-style-type: none"> • are registered as blind; • get the higher rate of the mobility component of Disability Living Allowance (DLA); • get Personal Independence Payment (PIP) and scored eight points or more in the 'moving around' area of your assessment - check your decision letter if you're not sure; • get War Pensioners' Mobility Supplement; • received a lump sum payment as part of the Armed Forces Compensation scheme (tariffs 1 to 8), and have been certified as having a permanent and substantial disability; or • have a hidden disability and experience very considerable difficulty whilst walking, which may include very psychological distress; or be at risk of serious harm when walking; or pose, when walking, a risk of serious harm to any other person. Find out more about this category here in the section below. 		<p>Website: https://www.northyorks.gov.uk/blue-badge-parking-permits-disabled-people</p>
<p>Free school meals</p> <p>Free school meals are available to all key stage one pupils through Universal free school meals and also to pupils in receipt of, or whose parents are in receipt of certain benefits. More information and application forms available by following the website links.</p>	 North Yorkshire	<p>Website: https://cyps.northyorks.gov.uk/free-school-meals</p> <p>Email: schoolwelfare@northyorks.gov.uk</p> <p>Telephone: 01609 533405</p>
<p>Yorkshire energy doctor</p> <p>Yorkshire Energy Doctor is based in Riccall in North Yorkshire. We offer EPCs and independent advice on reducing household energy costs. Home energy visits to advise on a range of ways to help make heating a home more affordable. Information on managing energy costs. Fuel poverty training to your organisation.</p>	 Yorkshire	<p>Website: https://www.yorkshireenergydoctor.org.uk/</p> <p>Email: kate@yorkshireenergydoctor.org.uk</p> <p>Telephone: 01757 249100 or 07738 818391</p>
<p>CEA card cinema carers card</p> <p>The CEA Card is a national card scheme developed for UK cinemas by the UK Cinema Association (UKCA). The card enables a disabled cinema guest to receive a complimentary ticket for someone to go with them when they visit a participating cinema.</p>		<p>Website: https://www.ceacard.co.uk/</p> <p>Email: info@ceacard.co.uk</p> <p>Telephone: 01244 526 016</p>


<p>Discretionary housing payment</p> <p>The Discretionary Housing Fund is designed to provide short-term support for exceptional and unforeseen pressures that means that someone on Housing Benefit can't pay their rent. The person affected might be suffering poor health or facing financial issues, and this limited fund can help those in this position.</p> <p>If you are receiving Housing Benefit or the housing element of Universal Credit and you are struggling to pay your rent then you may qualify for a Discretionary Housing Payment (DHP).</p> <p>DHPs cannot pay for things like water rates or fuel charges that may be included in your rent.</p>	 	<p>Richmondshire District Council https://www.richmondshire.gov.uk/housing/help-with-housing/discretionary-housing-payment/</p> <p>Hambleton District Council https://www.hambleton.gov.uk/benefits/discretionary-housing-payment/1</p>
<p>Warm home discount scheme</p> <p>You could get £140 off your electricity bill for winter 2021 to 2022 under the Warm Home Discount Scheme. The money is not paid to you - it's a one-off discount on your electricity bill, between October and March.</p> <p>You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.</p> <p>There are 2 ways to qualify for the Warm Home Discount Scheme:</p> <ul style="list-style-type: none"> • you get the Guarantee Credit element of Pension Credit - known as the 'core group' • you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group' 	 National	<p>Website: https://www.gov.uk/the-warm-home-discount-scheme</p>
<p>NHS refund travel claim form HC5</p> <p>You can claim help with the cost of travel if you are on a low income and have made an additional journey to receive NHS care following a referral by a doctor (GP or hospital doctor), optician or dentist.</p> <p>Treatment can be provided by a private hospital, you can still claim if the treatment was arranged by an NHS organisation or a local authority.</p> <p>If you need help with travel costs and you are: Under 16s must have a parent complete the form on their behalf.</p>	 National	<p>Website: https://www.nhs.uk/nhsengland/healthcosts/documents/hc5(t).pdf</p> <p>Telephone helpline: 0300 330 1343</p>




<p>Charis grants</p> <p>Put simply, Charis is the trusted administrator for many essential funds and grants on behalf of major companies, authorities and charities. Our proven processes and highly specialist skills work across all sectors for any client who has complex and regulatory criteria to meet. We were instrumental in designing and supporting the launch of Ofgem’s Warm Home Discount scheme for all the major energy suppliers.</p> <p>Over the years Charis has diversified from their utilities roots, launching a debt support service alongside providing innovative solutions to charities, housing associations and local authorities through delivery of services and also the unique Charis Shop.</p>		<p>Website: https://www.charisgrants.com/ Email: info@charisgrants.com Telephones: 01733 421 021 0330 555 9424</p>
<p>Chances for Children: Buttle trust</p> <p>Buttle UK is a charity helping children and young people in crisis in the UK: those living in financial hardship and dealing with multiple challenging social issues.</p> <p>What we do is very simple: pay for things that we would want all children and young people to have but their parent or carers cannot otherwise afford.</p>	 <p>National</p>	<p>Website: https://buttleuk.org/ Email: info@buttleuk.org Telephone: 020 7828 7311</p>
<p>Caudwell Children’s charity</p> <p>Changing the future of disabled children by providing access to the services, equipment, therapies and treatments they need to lead an active life. Caudwell Children is a national charity based in Staffordshire dedicated to improving the lives of disabled children in the UK</p>	 <p>National</p>	<p>Website: https://www.caudwellchildren.com/ Email: charity@caudwellchildren.com Telephone: 0345 300 1348</p>
<p>Trussell Trust Food Bank</p> <p>We support a nationwide network of food banks and together we provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK.</p>	 <p>National charity: local bases include</p>	<p>Website: https://www.trusselltrust.org/</p> <p>Local foodbanks: York Middlesbrough Redcar Harrogate</p>

<p>Advocacy Alliance</p> <p>Provide free, independent and confidential advocacy to empower individuals and enable them to have their voice heard. It involves a small team of staff and volunteers who manage and develop advocacy throughout the area. We aim to ensure that people, particularly those who are most vulnerable in society, are able to:</p> <ul style="list-style-type: none"> • Have their voice heard on issues that are important to them. • Defend and safeguard their rights. • Have their views and wishes genuinely considered when decisions are being made about their lives. 	 <p>North Yorkshire</p>	<p>Website: www.advocacyallianceyorkshire.org.uk</p> <p>Email: office@advocacyallianceyorkshire.org.uk</p> <p>Telephone: 01723 363910</p>
<p>National Youth Advocacy Service</p> <p>NYAS provides advocacy and legal representation to children and vulnerable adults when important decisions are being made about them. The children and young people NYAS work with might be in care, have a disability or special needs, be subject to child protection plans, have mental health difficulties or their parents might be separating.</p>	 <p>National</p>	<p>Website: https://www.nyas.net/</p> <p>Email: help@nyas.net</p> <p>Telephone: 0808 808 1001</p> <p>Website for CYP: https://youngpeople.nyas.net/</p>
<p>SASH</p> <p>A youth homelessness charity that helps young people aged 16-25 who are facing homelessness. SASH do not run a hostel or own any property. The accommodation they offer is through our Nightstop and Supported Lodgings services, which rely on volunteer 'hosts' who offer a spare room in their own home. The services are as much about supporting young people to resolve the problems which have led to them becoming homeless as they are about putting a roof over their head.</p>	 <p>York & North Yorkshire.</p>	<p>Website: https://www.sash-uk.org.uk/where-we-work/hambleton-richmondshire/</p> <p>Telephone: 01904 652043</p> <p>Email: info@sash-uk.org.uk</p>
<p>Parents & Carers of Special Children</p> <p>Promote and facilitate parent to parent support, provide a safe and confidential space for parents to chat and signposting to other key agencies in the area. Empower parents to support each other through peer support groups. Provide training on key issues, strategies/tools, and practical family support. Arrange for speakers from services including Health, Education and Social Care to meet with parents. Signpost and provide information to help parents access services.</p>	 <p>Hambleton, Richmonds hire and surrounding areas.</p>	<p>Website: POSCH https://www.posch.org.uk/</p> <p>Email: poschinfo@gmail.com</p> <p>Telephone: 07562 239 064</p>

<p>Community Works Services for young people: Information, advice and guidance 1:1 Support Youth Clubs Disabled Children's Holiday & Saturday Playschemes Disabled Children's Sitting Service</p>	 Hambleton	<p>Website: https://www.communityworks.uk/</p>
<p>FoodShare Community partnership which provides emergency food parcels for people who are struggling to feed themselves and their families the parent carer voice is heard.</p>	 Hambleton	<p>Website: https://hambletonfoodshare.org.uk/</p>
<p>The Storehouse Designed to help meet the needs of our wider community through providing emergency food supplies to those who, through whatever circumstances, are not able to provide adequately for themselves or their immediate family. Through a 'food bank' style scheme, StoreHouse will help meet needs caused by rising food prices and increased poverty. Richmond Thursday 4-6pm.</p>	 Richmond	<p>Website: https://www.influencechurch.co.uk/storehouse/</p>
<p>Back2Basics Healthy lifestyle service for children 4-11 who would like support achieving a healthy weight. 3-month free online weight management programme.</p>	 North Yorkshire	<p>Contact: Helen Ingle, Health Improvement Manager, NYCC Phone: 07970 290500, 01609 535750 Email: Back2Basics@northyorks.gov.uk</p>
<p>See appendix for additional blank pages.</p>		

Training		
<p>Recovery College Online Providing a range of online educational courses and resources to people with experience of mental illness, from service users to their family, friends and staff.</p>	 National	<p>Website: https://www.recoverycollegeonline.co.uk/</p>
<p>Contact: for families with disabled children Professional development training including: Working with parents of disabled children- General considerations. Early years and diagnosis. Supporting through crisis or transitions. Supporting parents experiencing challenging behaviour. Also run a range of fun workshops, information sessions and online events, where you can meet families like yours.</p>	 National and regional	<p>Website: Professional development: https://contact.org.uk/professionals/professional-development-courses/ Parent workshops: https://contact.org.uk/help-for-families/family-workshops-and-events/ Email: info@contact.org.uk Telephone: 020 7608 8700</p>
<p>The Anna Freud Centre Works with thousands of schools and FE colleges both within the UK and internationally. Through training, research and resources, we encourage schools and FE colleges to think about their whole school approach to supporting mental health and wellbeing. We deliver national programmes funded by the Department for Education, such as the Link Programme. In addition, we have developed our own network, Schools in Mind, which shares practical, academic, and clinical expertise about mental health and wellbeing in schools and FE colleges. For those education colleagues looking to develop a school or FE college-wide approach to mental health and wellbeing, we have designed the 5 Steps Framework.</p>	 National	<p>Website: Mental health training for schools and FE colleges (annafreud.org)</p> <p>Email: schoolsinmind@annafreud.org</p> <p>Telephone: 020 7794 2313</p>

<p>MindEd</p> <p>MindEd is suitable for all adults working with, or caring for, infants, children or teenagers; all the information provided is quality assured by experts, useful, and easy to understand. We aim to give adults who care for, or work with, young people:</p> <ul style="list-style-type: none"> • the knowledge to support their wellbeing • the understanding to identify a child at risk of a mental health condition • the confidence to act on their concern and, if needed, signpost to services that can help <p>MindEd is cross-professional, and can be used by teachers, health professionals, police and judiciary staff, social workers, youth service volunteers, school counsellors among others to support their professional development.</p>	 <p>MindEd Working to support young minds</p> <p>National</p>	<p>Website: https://www.minded.org.uk/</p>
<p>See appendix for additional blank pages.</p>		

Criminality & Victim Support		
<p>Supporting Victims in North Yorkshire Telephone support service for those effected by crime. Under 18's require consent from parent.</p>	 <p>supporting victims in North Yorkshire North Yorkshire</p>	<p>Website: http://www.supportingvictims.org/</p> <p>Email: supportingvictims@northyorkshire.pnn.police.uk</p> <p>Telephone: 01609 643100</p>
<p>The Children's Society (Hand in Hand) Hand in Hand works with children and young people aged between 10 and 18 who are at risk of, or are currently being, sexually or criminally exploited, and those that are repeatedly reported missing.</p>	 <p>The Children's Society National</p>	<p>Website: https://www.childrensociety.org.uk/</p> <p>Email: handinhand@childrensociety.org.uk</p>
<p>Change Directions Reducing crime and antisocial behaviour in children. Trauma informed support and intervention. Available to children aged 10-17 who are at risk of offending.</p>	<p>York & North Yorkshire</p>	<p>You can request a referral form from Clare Yates, Youth Development Manager at clare@nyy.org.uk</p>
<p>IDAS: Independent Domestic Abuse Services</p> <ul style="list-style-type: none"> • Respect programme: 12-week support service for youths who are starting to display abusive/aggressive behaviour in relationships/family. Aged 10-16. • 1:1 and group work with young person and families that are victims of domestic abuse. Aged 10+. • Support and access to safe accommodation. 	 <p>IDAS National & Regional</p>	<p>Website: https://www.idas.org.uk/</p> <p>Email: info@idas.org.uk</p> <p>National 24 hours helpline: 0808 2000 247</p> <p>North Yorkshire: 03000 110 110</p>
<p align="center">See appendix for additional blank pages.</p>		

Drugs & Alcohol		
<p>Humankind: North Yorkshire Young People’s Drug and Alcohol Service</p> <p>Open to young people who live in North Yorkshire aged 10 – 18 or 19 – 24 with SEND and need support around drugs or alcohol.</p> <p>1:1 support including assessments and the development of a recovery plan with a SMART goal focus.</p> <p>The service helps with:</p> <ul style="list-style-type: none"> •Support to improve health and well being •Support to stop or reduce alcohol or drug use •Education and advice around drugs and alcohol •Family support •Guidance to schools, colleges, and other professionals. 	<p>humankind®</p> <p>York & North Yorkshire</p>	<p>Website: https://humankindcharity.org.uk/service/north-yorkshire-young-peoples-drug-and-alcohol-service/</p> <p>Email: NYYP.admin@humankindcharity.org.uk</p> <p>Telephone: 08000 14 14 80 YP’s self-refer on: 01723 330730</p>

Appendix: Extra blank pages

Children and families services
SEND services & support
Bereavement and loss services
CYP and families mental health and wellbeing services
LGBT+ services & support
Financial support advice & misc. charity services
Training
Criminality & Victim Support
Drugs & Alcohol

Children and families services:	Area	Web/email/telephone contact details

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SEND services & support:	Area	Web/email/telephone contact details

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Bereavement and loss services:	Area	Web/email/telephone contact details

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CYP and families mental health and wellbeing services:	Area	Web/email/telephone contact details

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LGBT+ services & support:	Area	Web/email/telephone contact details

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Financial support advice & misc. charity services:	Area	Web/email/telephone contact details

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Training:	Area	Web/email/telephone contact details

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Criminality & Victim Support:	Area	Web/email/telephone contact details

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Drugs & Alcohol:	Area	Web/email/telephone contact details

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